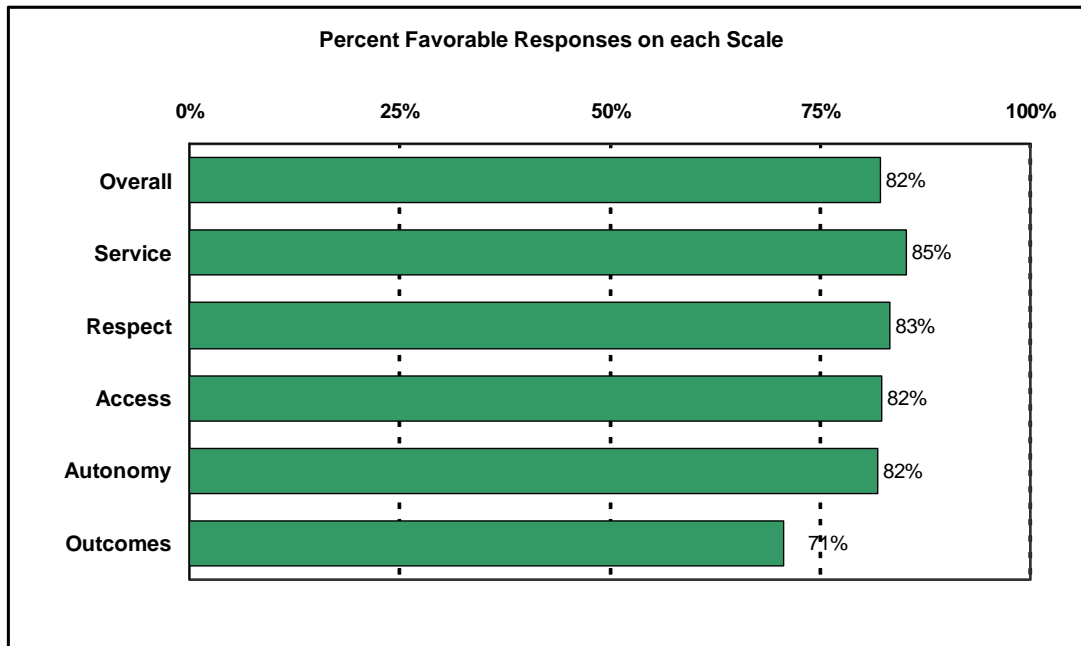


Executive Summary

Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2012



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The authors of this report thank all who have contributed to this project. The authors thank the consumers who took the time to evaluate and comment on the Community Rehabilitation and Treatment services provided by the ten designated agencies in Vermont. This work could not have been completed without the help of Melinda Murtaugh and Aimee Ziter of the Vermont Department of Mental Health.

Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at: <http://mentalhealth.vermont.gov/report/survey>

Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2012

Community mental health services for consumers with severe and persistent mental illness in Vermont are provided by Community Rehabilitation and Treatment (CRT) Programs administered by ten designated agencies. The 2012 CRT survey is the tenth evaluation by consumers of CRT services provided by designated agencies in Vermont, following similar consumer surveys in 1997, 2000, 2003, 2006, 2007, 2008, 2009, 2010, and 2011.

The results of these surveys are used in conjunction with measures of program performance drawn from existing databases to provide a more complete picture of the performance of local CRT programs. The combined results of these evaluations allow consumers and other stakeholders to compare the performance of community-based mental health programs in Vermont, and to support local programs in their quality-improvement process.

The results of this survey should be considered in light of previous consumer- and stakeholder-based evaluations CRT programs in Vermont, and in conjunction with the results of consumer and stakeholder surveys that will be conducted in the future. These evaluations should also be considered in light of measures of access to care, service delivery patterns, service system integration, and treatment outcomes that are based on analyses of administrative databases. Many of these indicators are published in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project reports (PIPs), available at <http://mentalhealth.vermont.gov/report/pip>.

This approach to program evaluation assumes that performance is best understood on the basis of a variety of indicators that focus on different aspects of programs. This report focuses on one very important measure of the performance of Vermont's CRT programs, the subjective evaluations of the consumers who were served.

Statewide Results

More than 70% of Vermont's FY2012 Community Rehabilitation and Treatment (CRT) program consumer survey respondents rated their programs favorably on each of six scales. Eighty-two percent of respondents rated programs favorably *Overall*. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *Service* (85% favorable), *Respect* (83% favorable), *Access* (82% favorable), and *Autonomy* (82% favorable) received more favorable responses than items related to *Outcomes*, which received the least favorable responses (71%).

Statewide, the most favorably rated items were related to staff and services.

- *"Staff treated me with respect,"* with 90% of consumers agreeing or strongly agreeing with that item
- *"Staff I work with are competent and knowledgeable"* (88% favorable)
- *"Most of the services I get are helpful"* (88% favorable)
- *"Staff encourage me to adopt and maintain a healthy life style"* (88% favorable)

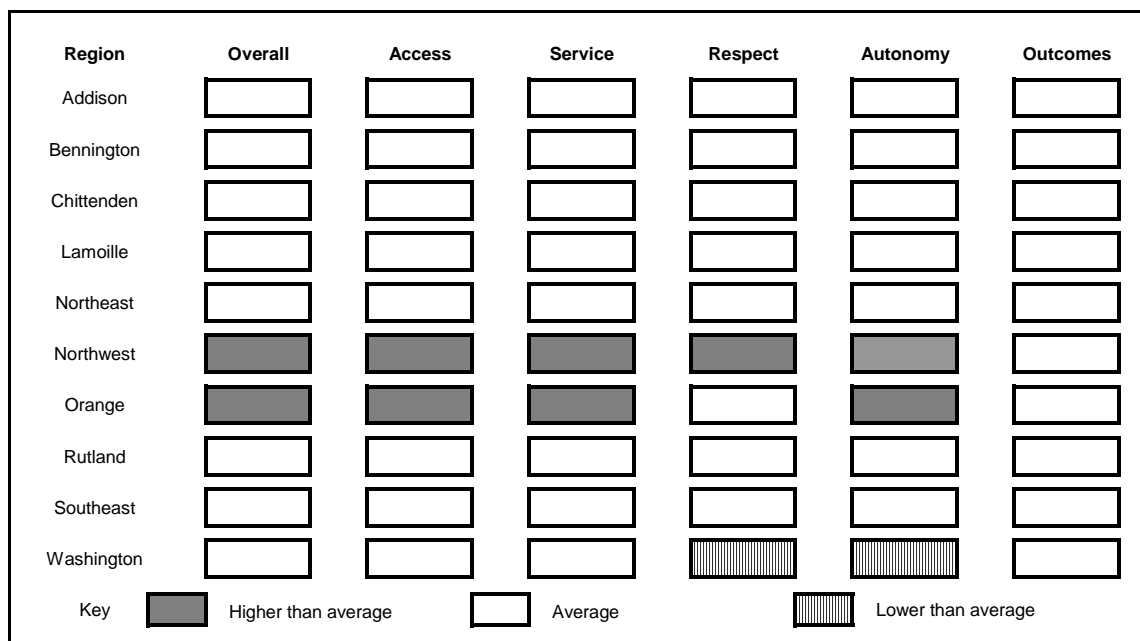
Statewide, the least favorably rated items were related to outcomes of treatment.

- "I do better at work and/or school" (57% favorable)
- "I feel I belong in my community" (64% favorable)
- "I do better in social situations" (67% favorable)
- "My symptoms are not bothering me as much" (68% favorable)

Differences among Agencies

In order to compare consumers' 2012 evaluations of CRT programs in the ten designated agencies, consumer ratings of each program were compared to the statewide average for each of the scales. These comparisons showed little variation among agencies. The CRT program in the Northwest region received significantly higher scores than the statewide average on five of the six scales (*Overall*, *Access*, *Service*, *Respect*, and *Autonomy*). The CRT program in the Orange region received significantly higher scores than the statewide average on four of the six scales (*Overall*, *Access*, *Service*, and *Autonomy*). The CRT program in the Washington region received significantly lower scores than the statewide average on two of the six scales (*Respect* and *Autonomy*). Consumer evaluations of the other seven CRT programs in the Addison, Bennington, Chittenden, Lamoille, Northeast, Rutland and Southeast regions were not significantly different from the statewide average on any of these scales.

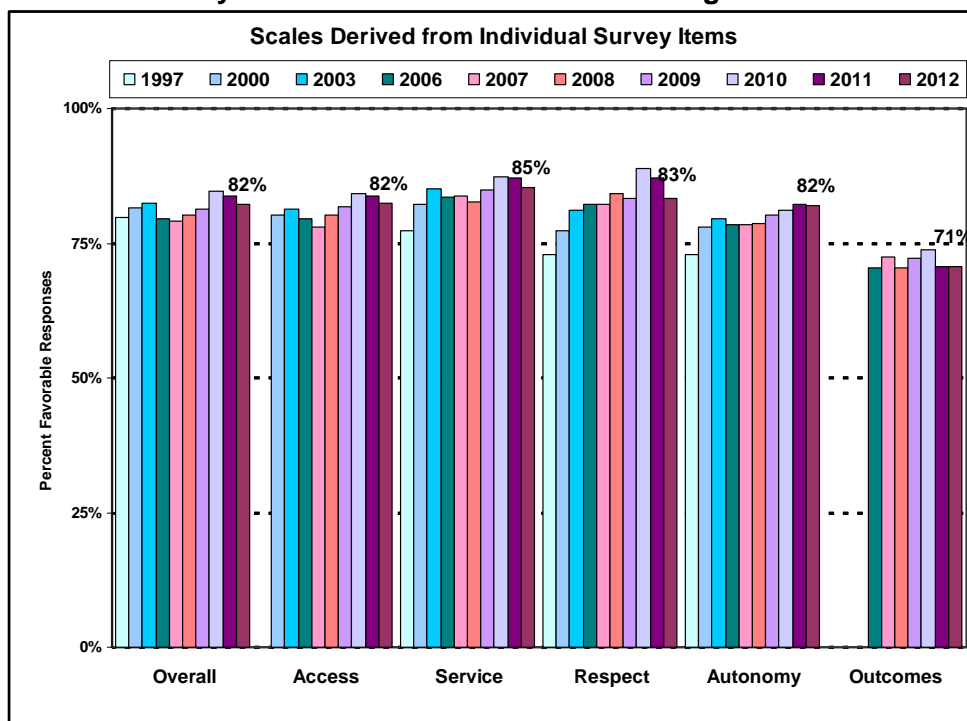
Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2012



Comparison with Previous Surveys

Statewide, scale scores for *Respect* show the largest increase from 1997 to 2012. There have been small variations over time in consumers' evaluations of CRT programs in Vermont on the other five scales and all scales, with the exception of *Outcomes*, showed slight decreases from 2011.

Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



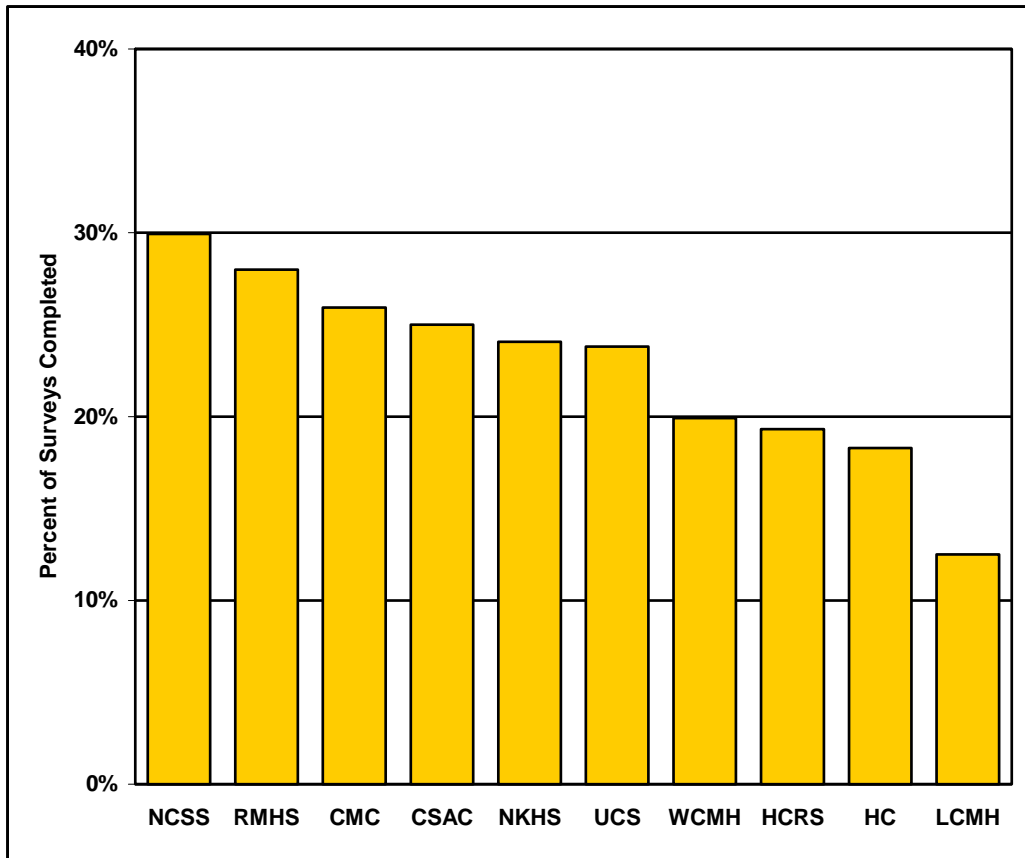
Methodology

In October 2012, the Adult Unit of the Vermont Department of Mental Health (DMH) asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) Programs for adults with serious mental illness in Vermont's ten designated agencies. A random sample of 75% of all consumers who received services from these programs during January through June of 2012 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 415 consumers (22% of deliverable surveys) returned completed questionnaires.

The CRT survey consists of forty-four fixed-alternative questions and one open-ended question designed to provide information that would help stakeholders to compare the performance of CRT programs in Vermont. The survey instrument is based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group, with additional items that were added in response to input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to the forty-four fixed-alternative items were combined into six scales. The scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Access*, *Service*, *Respect*, *Autonomy* and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different designated agencies. All scale scores include measures of statistical significance at the 95% confidence level ($p < .05$). Additional comments about program performance were offered by 14% of respondents: 7% of respondents made only positive comments and 3% made only negative comments.

Response Rates by CRT Program in Vermont: FY2012



Region/Agency	Surveys		Response Rate
	Delivered	Completed	
Statewide	1,888	415	22%
NCSS - Northwest	157	47	30%
RMHS - Rutland	175	49	28%
CMC - Orange	108	28	26%
CSAC - Addison	116	29	25%
NKHS - Northeast	187	45	24%
UCS - Bennington	105	25	24%
WCMH - Washington	256	51	20%
HCRS - Southeast	264	51	19%
HC - Chittenden	432	79	18%
LCMH - Lamoille	88	11	13%

Favorable Responses to Individual Items by CRT Program in Vermont: FY2012
Ordered by Statewide Percent Favorable Responses

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
25. <i>Staff treat me with respect.</i>	90%	86%	88%	92%	80%	89%	98%	100%	88%	90%	86%
24. <i>Staff I work with are competent and knowledgeable.</i>	88%	86%	92%	92%	64%	89%	91%	96%	82%	86%	86%
23. <i>Most of the services I get are helpful.</i>	88%	93%	83%	90%	73%	87%	98%	96%	84%	84%	82%
28. <i>Staff encourage me to adopt and maintain a healthy life style.</i>	88%	89%	84%	91%	75%	84%	91%	100%	80%	90%	86%
1. <i>I like the services that I receive.</i>	87%	93%	88%	86%	73%	89%	96%	96%	82%	80%	88%
14. <i>I have been given information about my rights.</i>	87%	90%	88%	85%	90%	84%	96%	100%	90%	88%	68%
8. <i>Services are available at times that are good for me.</i>	87%	83%	80%	89%	73%	91%	96%	96%	86%	82%	79%
17. <i>Staff encourage me to take responsibility for how I live my life.</i>	86%	86%	92%	92%	82%	75%	98%	89%	79%	78%	88%
21. <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	85%	86%	92%	87%	73%	75%	89%	93%	92%	81%	78%
19. <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	85%	83%	92%	86%	64%	84%	96%	100%	88%	71%	78%
15. <i>Staff respect my rights.</i>	85%	90%	80%	86%	73%	84%	98%	93%	83%	80%	75%
26. <i>Staff help me to solve problems when they arise.</i>	84%	89%	84%	84%	80%	81%	91%	100%	80%	86%	72%
4. <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	84%	83%	96%	86%	70%	76%	94%	93%	86%	71%	80%
9. <i>I am able to get the services I need.</i>	83%	79%	75%	78%	90%	89%	91%	100%	81%	82%	75%
5. <i>Staff are willing to see me as often as I feel it is necessary.</i>	82%	86%	80%	83%	50%	82%	94%	96%	78%	78%	76%
11. <i>Staff believe that I can grow, change and recover.</i>	82%	76%	92%	88%	70%	84%	87%	96%	81%	74%	69%
3. <i>I would recommend this agency to a friend or family member.</i>	82%	79%	83%	83%	55%	89%	91%	96%	73%	76%	78%
27. <i>Staff and services are responsive to my changing needs.</i>	82%	86%	80%	78%	78%	80%	93%	100%	80%	80%	72%
22. <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	81%	86%	80%	77%	73%	84%	91%	96%	80%	83%	67%
12. <i>My questions about treatment and/or medication are answered to my satisfaction.</i>	81%	83%	84%	82%	60%	82%	91%	93%	82%	75%	69%
2. <i>If I had other choices, I would still get services from this agency.</i>	81%	72%	75%	84%	64%	80%	91%	86%	81%	73%	84%
20. <i>I, not staff, decide my treatment goals.</i>	79%	66%	76%	82%	100%	77%	94%	86%	86%	73%	67%
Overall Average	79%	78%	77%	79%	68%	78%	86%	90%	80%	76%	73%

(continued)

Favorable Responses to Individual Items by CRT Program in Vermont: FY2012
Ordered by Statewide Percent Favorable Responses

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
13. <i>I feel free to complain.</i>	79%	83%	72%	79%	55%	78%	94%	89%	76%	74%	75%
7. <i>Staff return my calls within 24 hours.</i>	79%	86%	84%	76%	73%	77%	89%	78%	86%	80%	62%
29. <i>I deal more effectively with daily problems.</i>	79%	61%	72%	77%	80%	81%	85%	96%	77%	82%	73%
30. <i>I am better able to control my life.</i>	78%	64%	80%	77%	89%	79%	83%	89%	83%	78%	71%
10. <i>I am able to see a psychiatrist when I want to.</i>	77%	81%	71%	75%	60%	70%	83%	93%	84%	78%	72%
6. <i>I am satisfied with my progress in terms of growth, change and recovery.</i>	77%	66%	60%	76%	60%	78%	96%	93%	76%	76%	73%
16. <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	77%	66%	84%	83%	64%	77%	87%	77%	76%	70%	73%
38. <i>I am better able to take care of my needs.</i>	77%	79%	76%	75%	78%	74%	81%	85%	81%	76%	67%
37. <i>I do things that are more meaningful to me.</i>	75%	75%	76%	74%	56%	74%	77%	81%	79%	74%	76%
31. <i>I am better able to deal with a crisis.</i>	74%	71%	64%	75%	78%	75%	79%	85%	74%	71%	73%
44. <i>In a crisis, I would have the support I need from family or friends.</i>	73%	68%	68%	73%	89%	72%	77%	89%	73%	72%	67%
35. <i>My housing situation has improved.</i>	73%	68%	63%	73%	56%	70%	82%	85%	77%	77%	67%
40. <i>I am better able to do things that I want to do.</i>	73%	79%	80%	70%	60%	67%	77%	75%	81%	70%	72%
18. <i>Staff tell me what medication side effects to watch for.</i>	73%	62%	72%	76%	82%	77%	87%	81%	77%	66%	55%
32. <i>I am getting along better with my family.</i>	73%	68%	63%	70%	89%	72%	77%	93%	77%	76%	63%
39. <i>I am better able to handle things when they go wrong.</i>	72%	79%	56%	70%	50%	72%	68%	89%	77%	70%	73%
41. <i>I am happy with the friendships I have.</i>	71%	71%	68%	73%	67%	72%	70%	82%	75%	71%	64%
42. <i>I have people with whom I can do enjoyable things.</i>	71%	68%	80%	74%	67%	72%	66%	79%	79%	71%	60%
36. <i>My symptoms are not bothering me as much.</i>	68%	75%	71%	69%	44%	66%	70%	74%	68%	64%	63%
33. <i>I do better in social situations.</i>	67%	68%	60%	66%	75%	66%	64%	85%	71%	70%	60%
43. <i>I feel I belong in my community.</i>	64%	54%	52%	62%	38%	64%	60%	75%	81%	64%	67%
34. <i>I do better at work and/or school.</i>	57%	58%	55%	53%	67%	50%	61%	71%	59%	54%	58%
Overall Average	79%	78%	77%	79%	68%	78%	86%	90%	80%	76%	73%